



Management Assistant (Parks & Recreation)

ROLE OVERVIEW

The core responsibilities are to perform and coordinate the office's administrative activities and storing, retrieving and integrating information for dissemination to staff and participants in programs and special events.

ORGANIZATIONAL IMPACT

Provides services, analysis, advice or recommendations and/or responds/takes actions that have a direct impact on a specific business function or organizational entity. The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services and/or impacts the social, physical and/or economic well-being of people.

Customer Service

Position requires the ability to explain and/or instruct customers regarding policies, practices, and procedures, and work in progress, to resolve more complex problems. Coordinates and deploys resources to ensure an adequate level of service. The personal contacts are with employees in the same organization but outside the immediate work unit. People contacted generally are engaged in different functions missions and kinds of work, e.g., representatives from various levels within the organization; and/or the contacts are with members of the general public, as individuals or groups, in a moderately structured setting. For example, the contacts generally are established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants. The purpose is to plan, coordinate or advise on work efforts, or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

Creativity and Continuous Process Improvement

Position routinely requires creativity to solve new problems or offer suggestions for improvements in this position. The work consists of duties that involve related steps, processes or methods. The decision regarding what needs to be done involves various choices that require the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature.

PRINCIPLE OUTCOMES

1. Provides direct assistance for the recreation division with regard to recreation, athletic, and special event registration and reporting processes.
2. Guides staff through proper methods of securing facility rentals and reservations.
3. Provides exceptional support to all Parks and Recreation division staffs as needed and/or directed in order to provide quality delivery of services to participants, customers, volunteers, boards/commissions and/or staff.

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RESPONSIBILITY for RESULTS

Performs duties that require the incumbent to coordinate efforts with the workflow of other units. Duties involve setting priorities, analyzing information, and compiling results. Achieves results that depend in part on others in the department. Responsibilities include serving as a technical resource or providing training or guidance to others and reviewing the work they produce. Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines to specific cases. The employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor. The employee uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Capital and/or Fiscal Responsibility

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ESSENTIAL DUTIES

Essential Duties

1. Perform a variety of administrative and clerical duties necessary to run an organization efficiently.
2. Serve as information and communication manager for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites and e-mail. May also handle travel and guest arrangements.
3. Use a variety of office equipment, such as fax machines, photocopiers, scanners, video conferencing and telephone systems. In addition, use computers to do tasks such as: create spreadsheets; compose correspondence; manage databases; and create presentations, reports, and documents using desktop publishing software and digital graphics. May also negotiate with vendors, maintain and examine leased equipment, purchase supplies, manage stocks and supplies and retrieve data from various sources.
4. Support the director, managers, supervisors and staff as needed.
5. May provide training and orientation for new staff, conduct research on the Internet, operate and troubleshoot new office technologies.
6. May assign seasonal staff to assist with facility rentals as necessary.
7. May prepare agendas and make arrangements for meetings of committees and other senior managers as required.
8. Proficient in Microsoft Office suite, Adobe Photoshop, Twitter, Facebook and other programs used for the development of departmental programs and events.
9. Good customer service skills and interpersonal skills are critical and tactful in their dealings with people.
10. Performs other duties as assigned.

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LEADERSHIP

Next Level Supervisor: City Manager

Immediate Supervisor: Director of Parks and Recreation

This Position: Management Assistant (Parks & Recreation)

Direct Reports: None

Supervision Received: Works under the general guidance and direction of the Director of Parks & Recreation.

Supervision Exercised: Position has **no responsibilities** or authority for direction of others and is under the direct supervision of the person to which they report.

CREDENTIALS

Knowledge / Skills / Ability

In-depth job skills of a specific technical or administrative area are required. Trains or acts as troubleshooter to others in a specialty area. Skills are typically obtained through vocational school or junior college. Skill, acquired through considerable training and experience, such as to operate and adjust varied equipment or software for purposes such as producing work product or performing numerous standardized tests or operations. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Formal Education / Certification / Licenses (minimum preferred)

Vocational or technical school programs or equivalent experience. Knowledge of an extensive body of rules, procedures or operations that required extended training and experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide-range of problems. Preference given for an Associates degree or 60 hours from an accredited college or university in business administration, public administration or closely related field.

Prior Experience

More than 3 years and up to 5 years of progressively responsible experience in municipal environment or any equivalent combination of experience and training that provides the required knowledge, ability and skills for the role. Preferred municipal parks and recreation experience with recreation program registration and facility booking such as or similar to Class, ActiveNet, RecPro or similar software.

WORK CONDITIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is **sedentary**. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items, such as papers, books or small parts; or driving an automobile. No special physical demands are required to perform the work.

The employee must frequently lift, carry and/or move up to 20 pounds and rarely lifts, carries and/or moves from 21-100 pounds.

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WORK CONDITIONS

Work Environment

The work environment characteristics describe here are representatives of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment will be generally indoors. Must be able to work outside in cold, moderate and hot temperatures during programs and special events.

The environment involves everyday risks and discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated/cooled and ventilated.

Tools and Equipment Used

Computer; Calculator; Telephone; Fax, Copier, Printer and Scanner machines. Also desktop publishing software, Microsoft Office programs, project management, spreadsheets and database management systems.

Must have a valid driver license and able to drive personal or city vehicle to various city offices when necessary.

Department: Parks and Recreation
Revised: March 2015

FLSA Status: Non-Exempt
Pay Group: 15

Acknowledgement:

This role description does not constitute an employment agreement and is subject to change. This description is intended to indicate the type of outcomes, essential duties and levels of work difficulty required for this role. Other outcomes and/or responsibilities may be added, deleted or changed at anytime, at the discretion of Management, formally or informally, either verbally or in writing. I have read and understand the duties required of this position and further affirm that I am physically and mentally able to perform the duties as described or have requested/arranged reasonable accommodations to do so pursuant with the Americans Disability Act (ADA).

Employee: _____
(Print Name)

Signature: _____

Date: _____